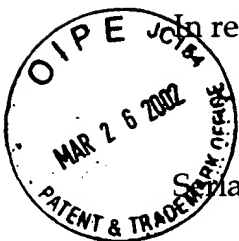


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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE



In re Patent Application of:

C. LEFEBVRE et al.

Serial No.: 09/688,694

Filed: October 17, 2000

Group Art Unit: 2163

Examiner: Unassigned

For: METHOD AND SYSTEM FOR RETAINING CUSTOMER LOYALTY

INFORMATION DISCLOSURE STATEMENT

RECEIVED

Assistant Commissioner for Patents
Washington, D.C. 20231MAR 28 2002
Technology Center 2100

Sir:

In accordance with 37 C.F.R. §§ 1.56, 1.97, and 1.98, Applicants respectfully request consideration of the references listed on the attached Form PTO/SB/08A. Since copies of the cited references were previously provided in prior U.S. Patent Application Serial No. 09/307,597, copies of the references are not being submitted herewith (see 37 C.F.R. § 1.98 (d) (1)). However, copies will be forwarded at the request of the Examiner.

Applicants respectfully request that the Examiner consider the references cited on the PTO/SB/08A and that the Examiner indicate that the references have been considered in this application by returning a copy of the Form PTO/SB/08A with the Examiner's initials in the left column per MPEP 609.

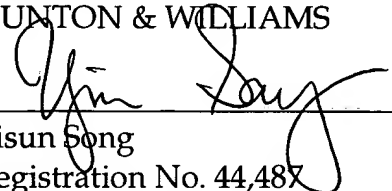
Applicants' submission of this Information Disclosure Statement (IDS) shall not be construed as an admission that the cited references are prior art to the present invention, or that the cited references qualify as printed publications. The submission of this IDS also shall not be construed as a representation that a prior art search has been performed.

This IDS is submitted prior to the issuance of a first Office Action on the merits; therefore, it is believed that no fees are required in connection therewith. If any fees are necessitated by the filing of this Information Disclosure Statement, please charge the undersigned's Deposit Account No. 50-0206.

Date: March 26, 2002

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